

Electronic Acknowledgement Receipt

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| Title of Invention: | Speech data mining for call center management |
| First Named Inventor/Applicant Name: | Luca Rigazio |
| Customer Number: | 27572 |
| Filer: | Jennifer Stephanie Brooks/Kyna Pittman |
| Filer Authorized By: | Jennifer Stephanie Brooks |
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| Document Number | Document Description | File Name | File Size(Bytes) | Multi Part /.zip | Pages (if appl.) |
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| | Document Description | Start | End |
| | Amendment - After Non-Final Rejection | 1 | 1 |
| | Claims | 2 | 12 |
| | Applicant Arguments/Remarks Made in an Amendment | 13 | 18 |
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